

**Before the  
Federal Communications Commission  
Washington, D.C. 20554**

In the Matter of

Structure and Practices of the  
Video Relay Service Program

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)  
)  
)  
)

CG Docket No. 10-51

**Internet-Based TRS Certification Application**

**of**

**BIS RELAY LLC**

**LISTING OF EXHIBITS**

<b>EXHIBIT</b>	<b>Content</b>
A	CONFIDENTIAL A copy of each lease for each call center operated by BIS <b>(REDACTED)</b>
B	CONFIDENTIAL A description of the technology and equipment used to support call center functions <b>(REDACTED)</b>
C	CONFIDENTIAL Proofs of purchase, leases or license agreements for all technology and equipment used to support their call center functions, including a complete copy of any lease or license agreement for automatic call distribution is attached as confidential <b>(REDACTED)</b>
D	Statement that BIS will file annual compliance reports demonstrating continued compliance with Commission rules.

- E CONFIDENTIAL Corporate Ownership and Call  
Center Employment Documents **(REDACTED)**
- F CONFIDENTIAL Emergency Call Procedures  
**(REDACTED)**
- G CONFIDENTIAL BIS Relay, LLC URLs  
**(REDACTED)**
- H CONFIDENTIAL BIS Relay, LLC Company  
Handbook and Training Materials **(REDACTED)**
- I CONFIDENTIAL BIS Relay, LLC Technology  
Roadmap Summary **(REDACTED)**

**EXHIBIT A**

**A COPY OF EACH LEASE FOR EACH CALL CENTER  
OPERATED BY BIS**

(CONFIDENTIAL -- REDACTED)

**EXHIBIT B**

**A DESCRIPTION OF THE TECHNOLOGY AND EQUIPMENT USED TO  
SUPPORT CALL CENTER FUNCTIONS**

(CONFIDENTIAL - REDACTED)

**EXHIBIT C**

**PROOFS OF PURCHASE, LEASES OR LICENSE AGREEMENTS FOR ALL  
TECHNOLOGY AND EQUIPMENT USED TO SUPPORT THEIR CALL  
CENTER FUNCTIONS, INCLUDING A COMPLETE COPY OF ANY LEASE OR  
LICENSE AGREEMENT FOR AUTOMATIC CALL DISTRIBUTION IS  
ATTACHED AS CONFIDENTIAL**

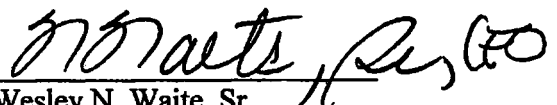
(CONFIDENTIAL - REDACTED)

**EXHIBIT D**

**STATEMENT THAT BIS WILL FILE ANNUAL COMPLIANCE REPORTS  
DEMONSTRATING CONTINUED COMPLIANCE WITH COMMISSION  
RULES**



thereof will be further verified by me under oath as President and Chief Executive Officer of BIS Relay, LLC subject to penalty of perjury in accordance with the specific officer certification language set forth in Section 64.606(g)(2)(interim) of the Commission's rules.

  
Wesley N. Waite, Sr.  
Chief Executive Office  
BIS Relay, LLC  
8920 Fair Oaks Parkway,  
Fair Oaks Ranch, TX 78015

Subscribed and sworn to or affirmed before

me this 26<sup>th</sup> day of September, 2011.

  
Notary Public

(Affix seal or stamp)





**EXHIBIT E**

**CORPORATE OWNERSHIP AND CALL CENTER  
EMPLOYMENT DOCUMENTS**

(CONFIDENTIAL – REDACTED)

**EXHIBIT F**

**EMERGENCY CALL PROCEDURES**

(CONFIDENTIAL -- REDACTED)

**EXHIBIT G**

**BIS RELAY, LLC URLS**

(CONFIDENTIAL -- REDACTED)

**EXHIBIT H**

**CONFIDENTIAL BIS RELAY, LLC COMPANY  
HANDBOOK AND TRAINING MATERIALS**

**(CONFIDENTIAL -- REDACTED)**

EXHIBIT I

**CONFIDENTIAL BIS RELAY, LLC TECHNOLOGY ROADMAP  
SUMMARY**

(CONFIDENTIAL -- REDACTED)